

SHOULD WE WITHHOLD TELEPHONE NUMBERS WHEN MAKING TRIAL FOLLOW-UP CALLS FROM A PERSONAL 'PHONE? (ID FAQ3)

FAQ SUMMARY

What is it?	Should we withhold our telephone number when making trial follow-up calls from a personal 'phone?
Who prepared it?	Dr Seonaidh Cotton and Karen Innes, Centre for Healthcare Randomised Trials, University of Aberdeen, UK.

QUESTION

Should we withhold our telephone number when making trial follow-up calls from a personal 'phone?

ANSWER

When making calls from a personal number, we would recommend withholding the number. We have not experienced many issues with this. However, a few participants have a call barring service that blocks calls from withheld numbers – and a personal decision can then be made as to whether the call is re-tried without withholding the outgoing number. If a call is made to a mobile number without withholding the outgoing number, a few participants have sent a text asking who is calling, and at this point, we have sent a text back explaining that we are calling from the <<XX>> study office to find out how they are doing.

There is a Trial Forge Brief Guidance document (BG2) at <https://www.trialforge.org/resource/brief-guidance-trial-data-collection-by-telephone-id-bg2/>

MORE INFORMATION

1. If you have any questions contact info@trialforge.org.